

1951 W. 58th Ave, Merrillville, IN 46410 (847) 845-2286 email: Jamewall@iun.edu

EXPERIENCE

Coordinator, New Student Success Program **March 2010-Present**

- Computer Technology Center/Library IT Consultant August 2008- Present**

- Ensemble Chimes Global, Glenview, IL**

Shift Supervisor 2nd/3rd August 2006-January 2008

- ## Home Depot, Evanston, IL

Delivery Coordinator**February 2003-April 2006**

- . Supervised a seven (7) person team responsible for assembling and delivering retail merchandise to customers
- . Scheduled deliveries and coordinated shipments with trucking companies through phone and email correspondence
- . Ordered supplies and kept track of daily inventory fluctuations
- . Prepared weekly audits of Pro Sales operations and reported on delivery activities at weekly staff meetings

Enesco Group Inc., Itasca, IL**Team Leader, Customer Service Center****February 1999-August 2002**

- . Supervised call center with twelve (12) employees who received 350-500 customer service calls daily
- . Placed and tracked orders to be shipped throughout the United States
- . Answered confidential accounts receivable questions and made collection calls for finance department
- . Established new accounts with prospective clients

EDUCATION**Indiana University Purdue University Indiana, Indianapolis, IN**

Major: Library Sciences

Expected Graduation May 2011 with a Master in Library Sciences with a Concentration in Information Technology

Indiana University Northwest, Gary, IN

Major: General Studies Minor: Business Administration

May 2008-December 2009

Bachelors in General Studies 3.9/4.0 GPA

Lincoln University, Jefferson City, MO

Major: Agriculture Minor: Business

September 1989-May 1994

TRAINING AND CERTIFICATION

Advanced proficiency with Microsoft Office Suite

Certificate of completion Advanced AS/400 data entry software

Management for Success and Sophisticated Selling Techniques

AWARDS AND ACKNOWLEDGEMENTS

Boys and Girls Club of America Mentor, 2010
ALA Calloway Spectrum Scholarship Award Recipient, 2010-2011
Committee Member, IU Northwest Chancellor Selection Committee, 2009-2010
Chancellor's List, Indiana University Northwest, Fall 2009 (GPA 4.0/4.0)
Dean's List, Indiana University Northwest, Fall 2009 (GPA above 3.5/4.0)
Indiana's Librarians Leading in Diversity, Masters in Library Sciences
Fellowship, Jan 2010
President, Student African American Brotherhood, IU Northwest/Ivy Tech
chapter Spring 2009-Spring 2010
Recipient of the Student African American Brotherhood, Summer Bridge Student
Leadership Award 2008
Recipient of the S.A.A.B. Achiever recognition from the Indiana House of
Representatives (Rep. Dr. Vernon Smith) 2008
Recipient of the Indiana University Northwest, Special Contributor to Student
Life Certificate of Appreciation 2008-2009
Recipient of the Francis Meyer/Bank Calumet Scholarship 2009/2010
Recipient of the GFWC Women's Club Scholarship Fall 2008
Home Depot Employee of the Month, August 2003, January 2004 and September
2005
Enesco Customer Service Representative of the Year 2000
Recipient of the Lincoln University Presidential Scholarship Fall 1989-Spring
1993

REFERENCES AVAILABLE UPON REQUEST